

INFORMATION TECHNOLOGY MANAGER

Purpose:

To actively support and uphold the City's stated mission and values. To plan, direct and review the activities and operations of one or more sections of the City's Technology Division within the Finance and Technology Department.

Supervision Received and Exercised:

Receives administrative direction from the Deputy Finance and Technology Director (Chief Technology Officer).

Exercises direct supervision over professional, technical, and clerical personnel.

Position Information:

The role of the Information Technology (IT) Manager is to oversee one or more sections of the Information Technology Division within the Finance and Technology Department. The IT Manager is responsible for planning and overseeing staff resources within the section(s); administering the budget for the section(s); handling complex administrative duties; and managing all aspects of work product. The IT Manager classification works as a team within the division to carry out the strategic vision of the Deputy Director and Chief Technology Officer (CTO).

In addition, the IT Manager develops and promotes a solid relationship with customer departments throughout the City to ensure that the City's technology and business needs are being met.

Essential Functions:

Duties may include, but are not limited to, the following:

 Administer, plan, and direct the activities of one or more of the following sections within the Information Technology Division: Application Support / Business Strategy and Development / Infrastructure and Operations.

IT Manager (continued)

- Advise, consult and provide information to the Deputy Director regarding the development, support and operation of the City's information technology environment.
- Prepare and monitor section budget; review and approve the purchase of goods and services; prepare RFPs (request for proposals) related to the procurement of computer and networking equipment, services and software.
- Coordinate projects and staff resources for IT related initiatives.
- Provide weekly, monthly, and quarterly updates of project status; develop and monitor goal activities for section.
- Assist in negotiations of contracts and subcontracts for the City as related to technology.
- Exercise supervision over technical staff; enforce City and departmental policies as set forth in the City Personnel Rules and Regulations and relevant Memorandums of Understanding.
- Maintain an understanding of the needs and changing priorities of other City Departments and Divisions through ongoing interaction with customers and Departmental staff; focus on creating technological solutions to customer's problems and information needs.
- Recommend strategic and tactical plans to the CTO for the effective and efficient utilization of various information technologies.
- Conceptualize, implement and deliver multiple projects on time and within budget.
- Enforce policy to ensure the integrity and privacy of data and the security of all systems.
- Provide leadership and direction to staff in planning and prioritizing tasks, fostering employee development, and upholding the City's stated mission and values.
- Direct and participate in meetings with vendors, contractors, and consultants regarding the administration of work and/or contracts.
- Provide continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality customer service.

IT Manager (continued)

- Facilitate the resolution of employee relation issues within and between workgroups.
- Advise and assist employees in a variety of work related matters including the interpretation and application of policies and processes.
- Participate in the development of the department's work plan; assign work activities, projects and programs; monitor workflow; review and evaluate work products, methods and procedures.
- Coordinate activities with other IT sections; work as a team with other Information Technology Managers to ensure open communication and a unified vision for the division and the department.
- Prepare reports and other necessary correspondence.
- Supervise and participate in the development and administration of the section budget; forecast the addition of funds needed for staffing, equipment materials, and supplies; monitor and approve expenditures for the section.
- Select, train, motivate and evaluate personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.
- Perform related duties as assigned.

Minimum Qualifications:

Experience:

Four years of increasingly responsible supervisory / administrative experience in at least one of the following areas:

- IT Application Development and Business Strategy; and/or
- IT Infrastructure and Operations; and/or
- IT Application Support

Education:

A Bachelor's degree from an accredited college or university in business management, public administration, computer information systems or other related field.

Examples of Physical and/or Mental Activities

Operate city vehicles

IT Manager (continued)

- Work in a stationary position for considerable periods of time
- Operate computers, calculators and other office machines using repetitive hand/eye movement
- Considerable reading and close vision work
- May require working extended hours

Competencies:

Interpersonal skills: Maintain open lines of communication; establish a high degree of trust and credibility; and promote a workforce and environment that represents and values diversity of people and ideas.

Integrity: Abide by a strict code of ethics and behavior; encourage others to behave accordingly; treat others with honesty, fairness and respect; and take responsibility for accomplishing work goals within accepted timeframes.

Professionalism: Maintain composure and deal calmly and effectively in stressful situations; project an appropriate image of self and the organization; and take pride in work and the work of the organization.

Initiative: Work with energy, drive and strong accomplishment orientation; go beyond the routine demands of the jobs; perform effectively with minimal direction; and always strive to succeed and excel.

Customer Service: Understand customer needs; provide prompt, efficient and courteous assistance; follow up with customers; and actively look for ways to improve service.

Planning and Organizing: Approach work in a methodical manner; prioritize tasks and perform accurately and completely; allocate time and resources effectively; and develop contingency plans.

Dependability and Reliability: Responsible and consistent in fulfilling obligations; diligently meets deadlines; and comply with organizational rules, policies and procedures.

Willingness to Learn: Develop and maintain knowledge, skills and expertise necessary to achieve positive results; anticipate changes in work demands; participate in training; and seek constant feedback.

Critical and Analytic Thinking: Use inductive and deductive reasoning to perform job successfully; critically review, analyze, compare and interpret information; and quickly understand, orient and learn new assignments.

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Teamwork: Accept membership in a team; develop constructive and cooperative working relationships with others; identify goals and values of the team; and bring others together to reconcile differences.

Problem Solving and Decision Making: Ability to identify problems; use logic and analysis to identify and decide on the best solution to resolve the problem; and commit to a solution in a timely manner.

This position is included in the City's classified service.

Job Code: 472

FLSA: Exempt